Deployment Prescription Program (DPP)

Overview for the Deployed Member
January 2014

DHA Pharmacy Analytics Support Section (PASS)

- Primary point of contact for all questions about the Deployment Prescription Program (DPP)
- PASS's DPP Team serves as a liaison between the MTF, the service member (SM) and the TRICARE mail order pharmacy (Express Scripts / ESI) to ensure processing of deployment prescriptions

Prior To Deploying - The SM's Responsibilities

- Obtain no less than 180 day supply of maintenance medication from the pre-deployment pharmacy
  - Quantities less than 180-day supply will disrupt DPP process and may cause interruption in therapy
- Provide Full Name, SSN, e-mail address, and current address for registration on DPP RX form
- SM ***MUST*** provide a good e-mail address accessible while deployed in order to receive
  - reminder emails from ESI when your prescriptions are on file
  - notification emails from PASS for any problems with your prescriptions

PEC BRANCH

How Mail Order RX Will Be Processed *(RX Submitted By Pre-Deployment Site)*

1. The pre-deployment site submits the DPP RX form to the PASS on behalf of SM
2. ESI sends an e-mail to the SM two months into deployment asking them to update their online registration with their current mailing address (APO/FPO)
3. ESI sends an e-mail to the SM four months into deployment (approx. 2 months before due date of next prescription) reminding the SM to order the medication
4. Medications are mailed to the address provided by SM when ordering medications
   - Only requested medications will be filled. Medications are NOT automatically sent out.

- If SM does not receive reminder e-mails from ESI, SM should contact PASS for assistance.

Receiving Medication Refills While Deployed

Reminders to Ensure You Receive Your Deployment Meds

1. Update APO/FPO address & email address online http://www.express-scripts.com/TRICARE.
2. If email from ESI is not received 60 days after arriving in theater, contact DHA PASS 5am-5pm (CST) Mon-Fri @ DSN 312-471-8274, 1-866-275-4732 or 210-221-8274 (press menu option 5)
3. For assistance, contact the DHA PASS by phone, e-mail usarmy.jbsa.medcom-ameddcs.mbx.pdts-ameddcs@mail.mil or mail Department of Defense, DHA PASS, attn: DPP Team, 4130 Stanley Rd, Ste 208, JBSA Ft Sam Houston, TX 78234, OFFICIAL BUSINESS

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Updating Your Address Ordering Your Medication

- Access ESI / TRICARE mail order site via internet http://www.express-scripts.com/TRICARE/
  - Army can also access via AKO – select Self Help > My Medical > scroll to section labeled “Deployment Maintenance Medication Supply”
- Select “Create Your Account” to register
  - Sponsor’s ID number will be your complete SSN
- Change your PERMANENT address to your current APO/FPO address
  - Do NOT input your deployed address as a temporary address
  - If address is not updated, the medication will be mailed to the address provided on DPP RX form during pre-deployment
  - Average shipping time to an address in theater is approx. 3-4 weeks
- Request refill(s)

How Mail Order RX Will Be Processed *(RX Submitted From In Theater)*

1. If no RX on file w/ ESI or if new/change in therapy is needed, SM should see provider in theater for new RX.
2. RX should be submitted to PASS for processing
   - Clinic/pharmacy will upload RX via DPP secure server (PREFERRED)
   - Fax to 210-221-8131 / DSN 312-471-8131

     (Cover sheet must indicate fax origin, # of pages and sender contact info)
   - Send via postal mail (required for CII prescriptions):

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     DHA PASS, attn: DPP Team

     4130 Stanley Rd, Ste 208

     JBSA Ft Sam Houston, TX 78234

     OFFICIAL BUSINESS
3. RX will be filled by ESI automatically
   - It is NOT necessary for SM to request initial fill online via ESI website
   - PASS will contact member and/or provider via e-mail for additional info, if necessary
4. RX will be shipped to SM in theater
   - If complete APO/FPO address is not provided, PASS will contact SM for verification
   - Average shipping time to address in theater is approx. 3-4 weeks
   - If order is to be shipped to stateside address, please annotate RX to avoid verification delay

Mail Order Prescription Limitations

- Controlled medications – must have provider's hand-written signature; digital signature not accepted
- Medications that require refrigerated packaging *will not be* shipped to overseas locations
- Psychotropic medications – must see provider in theater for all follow-up/prescription renewals
- OTC medications *are not part of the TRICARE pharmacy benefit* through Mail Order (exception of Prilosec, Claritin, Claritin-D, Zyrtec and Zyrtec-D)
  - Allegra is considered OTC and is not available through MOP
- Smoking cessation medications are now covered by the TRICARE pharmacy benefit
  - Chantix is considered a non-deployable medication and proof of waiver is required

Schedule II Controlled Medications

- Schedule II controlled substances (ex. Concerta ®) *require* a hardcopy paper prescription with provider's original "wet" signature and a valid personal DEA #
  - Photocopied, scanned, faxed or digitally signed Schedule II prescriptions will NOT be accepted
- Max 90-day supply of Schedule II RXs may be authorized at one time with no refills
- If errors are identified, a NEW prescription may be required
- Schedule II RXs must be mailed to the PASS:

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Special Mail Order Situations

- DoD contractors and civil service employees are NOT eligible to use TRICARE mail order pharmacy
- TRICARE-eligible beneficiaries (retirees, spouses) working as deployed contractors or civil service employees
  - are eligible to use TRICARE mail order pharmacy
    - EXCEPTION: If member has other health insurance, TRICARE is considered secondary and member must utilize their other pharmacy benefits
  - *responsible* for any applicable co-pays
  - limited to 90-day supply only
  - Spouses must provide Sponsor SSN, not their own
- Transitional Assistance Management Program (TAMP) members
  - are eligible to use TRICARE mail order pharmacy
  - *responsible* for any applicable co-pays
  - limited to 90-day supply only
  - If orders have been extended, update record with DEERS to reflect active status to be eligible for 180-day supply

Contact Information

Email:
usarmy.jbsa.medcom-ameddcs.mbx.pdts-ameddcs@mail.mil

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(press menu option 5)